



TOWN OF FLORENCE CITIZEN COMPLAINT FORM

PO Box 2670, 775 North Main Street, Florence, AZ 85132
General Office Hours: Monday through Friday 8:00 a.m. to 5:00 p.m.
Telephone: (520) 868-7500 / Fax: (520) 868-7564
E-mail: lisa.garcia@florenceaz.gov
Web Site <http://www.florenceaz.gov>

PLEASE PRINT:

1. YOUR NAME: _____

2. YOUR ADDRESS: _____

3. YOUR DAYTIME TELEPHONE NUMBER: _____

4. YOUR EVENING TELEPHONE NUMBER: _____

5. IS THE COMPLAINT REGARDING:

A TOWN POLICY OR PROCEDURE ☐ YES

(If so, skip to question #10)

A TOWN EMPLOYEE ☐ YES

(If so, please complete the rest of the form)

6. DATE OF THE INCIDENT OR COMPLAINT: _____

7. TIME OF THE INCIDENT OR COMPLAINT: _____

8. LOCATION OF THE INCIDENT OR COMPLAINT: _____

9. WHO ELSE MAY HAVE WITNESSED THE INCIDENT OR MAY HAVE SEEN THE INCIDENT?

Name: _____

May we contact them? Yes ☐ No ☐

10. NATURE OF THE COMPLAINT: (Be specific – who, what, when, where, how. Attach additional sheets if necessary)

11. REMEDY REQUESTED: _____

In order for a complaint to be received by the Town, the complainant must sign this form and submit to the Office of the Town Clerk.

SIGNATURE: _____ DATE: _____

For Internal Use Only: To be completed by the Town of Florence – Complaint Number

Date Complaint Received: _____ Time Received: _____

Routed to Town Manager and: _____

Initial Contact to Citizens: _____

Date Response Sent/Phoned to Citizen: _____

Date Complaint closed: _____

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Why a Complaint Form

Citizens have a right to register complaints regarding Town policies, procedures or the conduct of Town employees. This form exists to document citizen complaints and the response of the Town. It is hoped that this process will help to improve the services of the Town to all residents and property owners.

Impartial Review and Fairness... That's the Goal

The Town of Florence adheres to a policy of investigating all signed complaints received. The goal of the Town is to provide for the fair, efficient and uniform treatment of Complaints made to the Town.

The Complaint Form shall be filed in the Office of the Town Clerk. The Town Clerk will forward the complaint to the Town Manager and appropriate Department Directors for action or resolution. The Town Clerk will advise the complainant via mail or telephone of the actions taken by the Town regarding the complaint. During the course of the investigation, the Town Manager or his/her designee will notify you concerning the status of your complaint. The Town Manager or his/her designee will notify you of the findings of the investigation and/or review of the Town. However, the Town cannot, by law, discuss any individual personnel actions that may result from your complaint.

If the Town Manager or designee deems that complaint to be criminal in nature, the complaint will be coordinated with the appropriate law enforcement agencies, following by possible personnel action.

PLEASE NOTE: The Florence Police Department does not use this form. Please contact the Police Department for more information.

Information Collection, Use and Access

Providing Personal Information Is Voluntary

You do not have to provide the personal information requested, such as your home address or telephone number, but we may not be able to contact you to receive more information regarding your complaint, or give notification of the status of your complaint.

PLEASE NOTE: In order for a complaint to be received by the Town, the complainant must sign the complaint form.

Possible Disclosure of Personal Information. In order to follow up on your complaint, we may need to share the information you give us with the department you complained about or with other government agencies. This may include sharing any personal information you gave us. The information you provide may also be disclosed in the following circumstances:

- In response to a Public Records Act request, as allowed by the Information Practices Act;
- To another government agency as required by state or federal law;
- In response to a court or administrative order, a subpoena, or a search warrant.